

GENERAL				
This document is under the Change Management Control Policy.				
Description	Tape Handling Operational Level Agreement			
	Operational Level Agreement between the Managed Service Logistics team and the Scientific Computing Division Data Movement Department			
Purpose	Outline responsibilities and expectations for Tape Handling support provided by the Managed Service Logistics team			
Applicable to	All processes			
Supersedes	N/A			
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1 INTRODUCTION

1.1 EXECUTIVE SUMMARY

This Operational Level Agreement (“OLA”) for the Enstore Service Offering with Dell Managed Services:

- The service levels provided in support of the Enstore Service Offering
- The responsibilities of the Dell Managed Services and Data Movement and Storage Department /Storage Service Administration groups (also referred to as the Enstore service owner or Enstore service administrator(s) from here on).

The service levels defined in this agreement are in effect during normal operations, in the case of a continuity situation they may change.

2 SERVICE OVERVIEW

2.1 SERVICE DESCRIPTION

Tape Handling Services is certain work associated with supporting automated tape libraries (ATLs) at Fermilab. The Dell Managed Services Logistics Team provides a set of service offerings that are used by the Data Movement and Storage Department to provide data services to experiments.

2.2 SERVICE OFFERINGS

In support of the Enstore Service Offering, Dell Managed Services the following via Service Request Management:

- Loading and Unloading Tapes in ATL robots
- Physically locking and unlocking write protection on tapes
- Ejecting bulk quantities of tapes for resale or destruction
- Receiving and inspecting tapes

2.2.1 STANDARD OFFERING

2.2.1.1 Loading / Unloading ATL Robots

The ATLs are managed so that they have a considerable number of empty slots, representing months of capacity. Tape loading is done well in advance of need, and can be unloaded at controlled and infrequent intervals. At present, LTO4 and T10000T2 tapes are the tape type being loaded regularly.

The label and load requests generated by the Enstore service owner should include the PO number from which the tapes should be drawn.

Volume Target: Tape load requests target is less than 1000 per month.

Response Target: General Request; Medium Priority; 8 hour response.

2.2.1.2 Tab Flipping

Write tab locking of tapes is a process that needs to be completed at least once every two weeks for each ATL. Each of the ATL systems has a manually executed script that determines which data tapes have become full and need to have their write-protect tabs set to the “protect” position. A second script is run to retrieve tapes one CAP (Cartridge Access Port) at a time. These can then be pulled from the library, tab-flipped, and immediately returned to the library.

Write tab unlocking requests are generated for tapes for which all files have been deleted, so the tape can be reused.

Dell Managed Services will treat all unlock requests at a higher priority than locking unless otherwise indicated by a representative of the Enstore service administrators.

Volume Target: Write protect tab flipping target is less than 1500 tapes / month

Response Target: Medium Priority; 8 hour response.

Resolution KPI: 2 weeks; Create a Report to monitor fulfillment times

2.2.1.3 Receiving Tapes and Inspecting Tapes

Upon receipt of tapes from receiving, Dell Managed Services will inspect boxes for physical damage and immediately alert receiving and the Enstore service owner if any damage is detected.

Tapes should not be stored in the loading dock bay as it is not climate controlled. If this cannot be accomplished it must be escalated to the Enstore service owner and facilities. This escalation may include Dell Managed Services treating tape load requests for these tapes with higher priority in order to reduce the time the tapes spend in the loading dock bay.

In order to keep track of tape ownership, the Dell Managed Services Logistics team will keep the tapes segregated by PO number.

2.2.1.4 Bulk Unloads

Tapes are, in general, kept in the library once they have been loaded. As part of the migration of data to new denser media, tapes get unloaded once their data has been used and the tapes are no longer of use. These tapes are either disposed of or sold. Logistics assists in unloading the tapes for their disposition.

This task is performed very infrequently. It sometimes takes years to migrate the data off of this older technology tapes, and the end date for the migration is somewhat fluid. This can involve tens of thousands of cartridges. However, with the newer denser tape technologies, future bulk unloads should be of smaller quantity.

The exact work and schedule is arranged by special agreement negotiated between Dell Managed Services Logistics and the Enstore service administration group (see special support coverage).

The target for this activity is negotiated. The cost for this service should be covered by the DELL Managed Services Contract unless it results in > 0.5 FTE of effort covered under this OLA for the year.

Response Target: General Request; Medium Priority; 8 hour response.

2.2.2 OFFERING HOURS

8x5 Monday through Friday, 8am – 5:00 pm U.S. Central Time, not including Fermilab work holidays.

2.2.3 OFFERING COSTS

The cost of the Data Handling service is covered under the Dell Managed Service Contract and is paid for by the Core Computing Division as a service to the laboratory.

3 RESPONSIBILITIES

3.1 ENSTORE SERVICE OWNER RESPONSIBILITIES

The service owner will generate a Service Desk request for all tape handling services.

The service owner will provide appropriate training with the Dell Managed Services staff.

The Enstore service administrators will assist in Data Handling Services in the case of a large/abnormal request of the service that is outside normal operations (.5 FTE per

year). The Enstore service owner will coordinate the special request with the Dell Managed Service team leader.

The service owner will request fewer than 1500 tapes for tab flipping per month.

The service administrators' load requests must include the PO number from which the tapes should be drawn.

In order to avoid having to store large tape orders in the docking bay, the Enstore service administrators should generate tape load requests as soon as possible after the tapes arrival.

3.2 DELL MANAGED SERVICES RESPONSIBILITIES

Dell Managed Services will maintain a minimum of 2 team members trained by Service Owner in tape handling activities.

Dell Managed Services will keep tapes segregated by PO number.

Dell Managed Services will not allow tapes to be stored in the loading dock bay as it is not climate controlled. If this cannot be accomplished it must be escalated to the Service Owner and facilities.

Dell Managed Services will provide the Enstore service owner with the volume ID of a tape if it has been dropped. The tape is extremely thin and the shock of a drop can compromise data at the edge of the tape.

3.3 HOURS

8x5 Monday through Friday, 8am – 5:00 pm U.S. Central Time, not including Fermilab work holidays.

3.4 SPECIAL SUPPORT COVERAGE

The Enstore service owner can request additional support be provided on a temporary basis. These requests must be negotiated and are subject to approval based on the staff available at the time and the nature of the additional support. An example of such support would be off hour or weekend tape handling during a high priority project.

Please note that requests of this nature may incur additional costs and will need to be approved by the requestor, Core Computing Division Management and the Dell Managed Services Site Manager before work can be initiated.

Requests for special support coverage (Projects) should be made no less than 2 week before the date for which the coverage is requested.

Emergency Requests that require a one day turn around should be reviewed with the Dell Managed Services Site Manager and may have to be performed by the Enstore service administrators.

3.5 SERVICE BREACH PROCEDURES

In event of a service breach, the Service Level Manager, along with the Service Owner and Dell Managed Service site manager and Incident Manager will conduct a full review of the incident to determine the cause of the service breach. The review may generate a Continuous Service Improvement activity.

APPENDIX B: OLA REVIEW PROCEDURE

This OLA will be reviewed yearly by the Service Level Manager, Dell Managed Service Site Manager, Logistics Team Leader, and the Data Movement and Storage Department. Changes to the agreement will be agreed upon and the OLA updated.

APPENDIX D: UNDERPINNING CONTRACT (UC) CROSS-REFERENCE

Dell Managed Services Contract

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APPENDIX F: ESCALATION PATH

Issues related to this agreement are to be escalated to the Service Level Manager.